

WS-03478A-12-0307

ORIGINAL

## ARIZONA CORPORATION COMMI.



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## UTILITY COMPLAINT FORM

Investigator: Deb ReaganPhone: (Fax: (Priority: Respond Within Five DaysOpinion      No. 2012 - 106306Date: 10/10/2012Complaint Description:      08A   Rate Case Items - Opposed  
N/A   Not ApplicableComplaint By:      First:      Last:  
A. Joseph      WalkerAccount Name:      A. Joseph WalkerHome:Street:Work:City:      YumaCBR:State:      AZ      Zip: 85367is:RECEIVED  
2012 OCT 11 P 12:38  
CORP COMMISSION  
DOCKET CONTROLUtility Company:      Far West Water & Sewer, Inc.Division:      WaterContact Name:      Roxanne FiddesContact Phone:Nature of Complaint:

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Customer sent the following -

Far West Water and Sewer is a family owned business serving mostly the Yuma Foothills. The same family owns a local construction company, grocery store, gym/aquatic park, hardware store, RV parks and golf courses among other holdings. They also own a large interest in what was once the areas' only bank. Many of these businesses have been doing poorly financially due to competition that was not previously in place. A new golf course, Lowe's building supply and also a Fry's supermarket and several new banks have opened nearby. Foothills residents now have a larger choice in shopping, except for their utilities.

It appears that once again Far West is trying to bank on their one monopoly, Far West Water and Sewer. As recently as 2010 Far West was fined \$500,000.00 by the Attorney General's office. The president of Far West Water and Sewer was found guilty of negligent homicide for multiple deaths due to endangerment of workers. Far West has a long history of mismanagement. A 2008 Far West application for a sewer rate increase was withdrawn after the Corporation Commission held a public meeting in Yuma Foothills. The meeting building occupancy limit was rapidly exceeded and many people were standing outside, Corporation Commission member expressed their amazement at the huge turnout.

People in Yuma Foothills are mad! Even some citizens on septic tanks must endure salty and bad smelling water. Sewer smells in some areas are common. Far West in the Yuma Foothills is a synonym for poor service. Now Far West wants to raise rates. I ask all commission members that the raise in rate be denied. A rate raise that coincides with the cost of living is one thing. Far West's request for a hike of over 188% is insane.

\*End of Complaint\*

Utilities' Response:

DOCKETED

OCT 11 2012

DOCKETED BY

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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**Investigator's Comments and Disposition:**

Comments entered for the record and filed with Docket Control.

\*End of Comments\*

**Date Completed:** 10/10/2012

**Opinion No.** 2012 - 106306

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